

Hurricane Zeta Survivors Should *Stay in Touch* with FEMA

Once you have applied for federal disaster assistance, one of the most important things you can do is stay in touch with FEMA.

The aftermath of Hurricane Zeta finds many people displaced from their homes and removed from the routine of everyday living. Forced to shelter in temporary homes, they may miss getting important information from FEMA because the agency does not know where they are or how to contact them.

Throughout the recovery, FEMA will be here to assist survivors in getting all the assistance for which they are eligible, whether it is funding for temporary shelter or for minor home repairs, hurricane-related medical expenses or repair to hurricane-damaged vehicles.

Louisianans who are registered with FEMA are encouraged to stay in touch to resolve issues, monitor updates on their applications, and submit any new information.

Applicants can contact FEMA to:

- Change addresses, phone numbers and insurance and banking information;
- Add or remove the name of a person designated to speak for the applicant;
- Find out if FEMA needs more information about their claim;
- Learn how to appeal an eligibility determination, and
- Get answers to other questions about their applications and other issues.

If you discover additional damage after a FEMA inspection or disagree with your determination letter, you should let FEMA know.

There are several ways you can contact FEMA:

Visit [DisasterAssistance.gov](https://www.disasterassistance.gov);

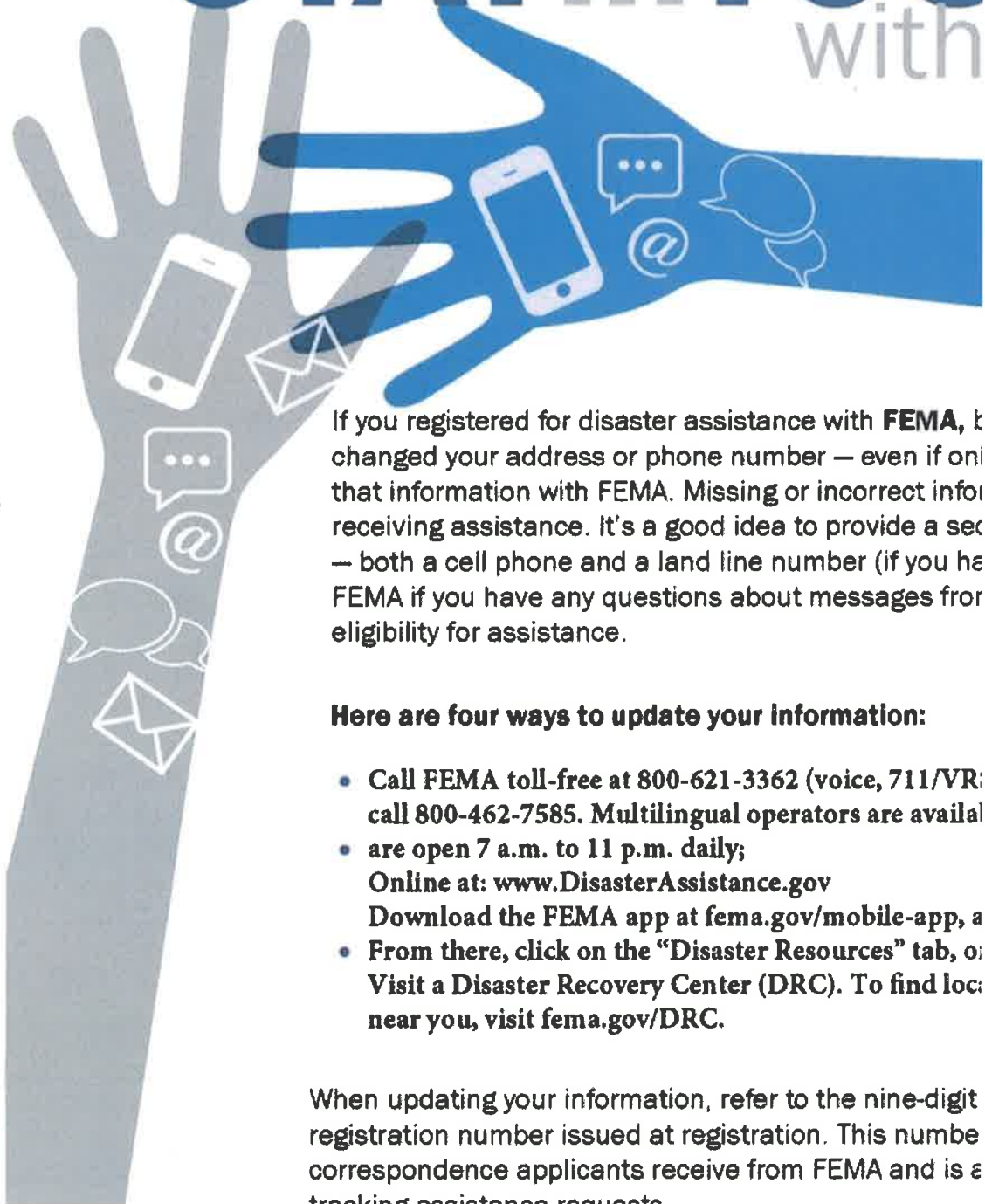
Download [the FEMA mobile app](#), or

Call the FEMA Helpline at 800-621-3362 (TTY 800-462-7585).

Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service.

Louisiana disaster survivors should

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If you registered for disaster assistance with **FEMA**, but changed your address or phone number — even if only that information with FEMA. Missing or incorrect information can prevent you from receiving assistance. It's a good idea to provide a second phone number — both a cell phone and a land line number (if you have one) — both a cell phone and a land line number (if you have one) to FEMA if you have any questions about messages from FEMA regarding eligibility for assistance.

Here are four ways to update your information:

- Call FEMA toll-free at 800-621-3362 (voice, 711/VR); call 800-462-7585. Multilingual operators are available.
- are open 7 a.m. to 11 p.m. daily;
Online at: www.DisasterAssistance.gov
- Download the FEMA app at fema.gov/mobile-app, and
From there, click on the “Disaster Resources” tab, or
Visit a Disaster Recovery Center (DRC). To find locations near you, visit fema.gov/DRC.

When updating your information, refer to the nine-digit registration number issued at registration. This number is used for all correspondence applicants receive from FEMA and is a tracking assistance requests.